

Manager of Risk and Records

FLSA Status: Exempt

Department: Operations

Reports to: Director of Operations

POSITION SUMMARY

Under limited direct supervision, responsible for utilizing in-depth knowledge of established records and data management best practices and procedures to develop, maintain, and implement efficient systems for creation, use maintenance, and disposition of client and administrative records, both hard copy and electronic.

ESSENTIAL DUTIES & RESPONSIBILITIES

Specific duties of this position include, but are not limited to:

- Responsible for developing and implementing departmental policies and procedures; enhancing user services and relationships; assessing equipment, staff, and technology requirements; risk management; ethical wall management; inactive records storage management; developing and implementing records retention /destruction program; and recommending automation enhancements.
- Oversee provision of various client services, including new employee orientation; lawyer arrivals and departures; transfer of files to clients, co-counsel and other outside related parties; inter- and intra-office file transfers.
- Oversee design, development, and administration of automated records management system.
- Supervise staff; recruit, hire, and train RM personnel; conducts annual performance evaluations and makes salary recommendations; monitors attendance; provides performance feedback; provides counseling and documents performance problems; recommends disciplinary action when appropriate.
- Participate in vendor selections, contracts, approves invoices and regularly monitors expenses.
- Provide firm-wide RM and related risk management training to lawyers and staff groups.
- Ensure compliance of the retention program in all offices, overseeing training on storage projects and retention/destruction.
- Coordinate workflow and assesses priorities for Practice Group (“PG”) RM support, including making/changing RM PG assignments; assigning responsibility for special projects.
- Develop, document, maintain, and audit DM workspaces developed for the PG leadership, including but not limited to JWKnowledge workspaces and PG leader workspaces.
- Develop, document, maintain, and audit departmental and secondary DM workspaces. (Example: Compliance Workspace, JPMorgan Chase)
- Establish, document, maintain, and audit PG specific workflow to convert client files from paper to electronic during and/or at the conclusion of a matter.
- Create and audit PG specific retention policies addressing paper and electronic preservation under the supervision of the firm’s General Counsel.
- Ensures quality control through thorough proofing and editing of RM department work product.
- Reports regularly to department head on team goals, objectives, projects and accomplishments.



- Responsible for adhering to general safety practices and any unique departmental safety practices.

Secondary Functions

- Conducts firm-wide departmental teleconferences.
- Participates on special project teams as requested.
- Contributes up-to-date information regarding RM operations to firm's intranet sites.
- Maintains close working relationships with conflicts, research services, accounting, technology, and other departments.
- Participates in knowledge-building professional activities such as industry-specific list services, membership in and contribution to professional organizations, and professional reading/writing.
- Other related tasks and duties as may be assigned by office or firm management

KNOWLEDGE, SKILLS, & ABILITIES REQUIRED

- Legal background/experience required
- 5+ years' experience or training in a law firm with records and/or technology related experience, along with strong computer and database skills.
- Advanced oral and written communication skills, including the ability to understand, analyze, interpret, and prepare complex file organization reports and to converse informatively with lawyers about risk and records issues.
- Ability to develop and apply comprehensive planning and organizing strategies to ensure projects are appropriate prioritized and resources are used effectively and efficiently.
- Strong analytical, interpersonal, and organizational skills necessary to communicate with firm personnel at all levels.
- Ability to travel locally and nationally via private or public conveyance to manage the law firm's RM program..
- Other duties as assigned by department manager or office administrator.

To apply, please visit jw.com/careers/staff and submit the JW Employment Application and your resume.

